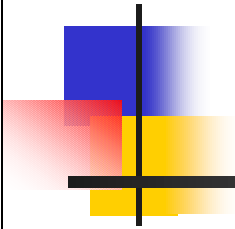
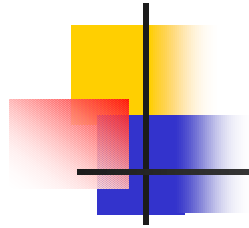


Youth Service Survey



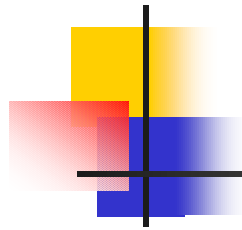
Prepared for the
Maine Commission for Community Service

Spring, 2002



Survey Timeline

- Summer 2001: Survey written and revised by Youth Service Task Force members
- Autumn 2001: Survey mailed to all schools and churches in ME, United Way partner agencies. Online survey form created.
- 11/01 – 2/02: Surveys completed and returned.
- 2/02 – 4/02: Data analyzed

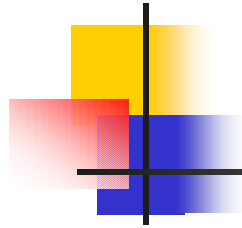


Survey Respondents

- 150 total respondents

a school	31%
private non-profit	29%
faith-based/church	25%
Other*	5%
school-based club or program	3%
state government	2%
municipal government	1%
(blank)	5%
Grand Total	100%

*Most common "other" responses: 1) college 2) vocational center 3) correctional facility



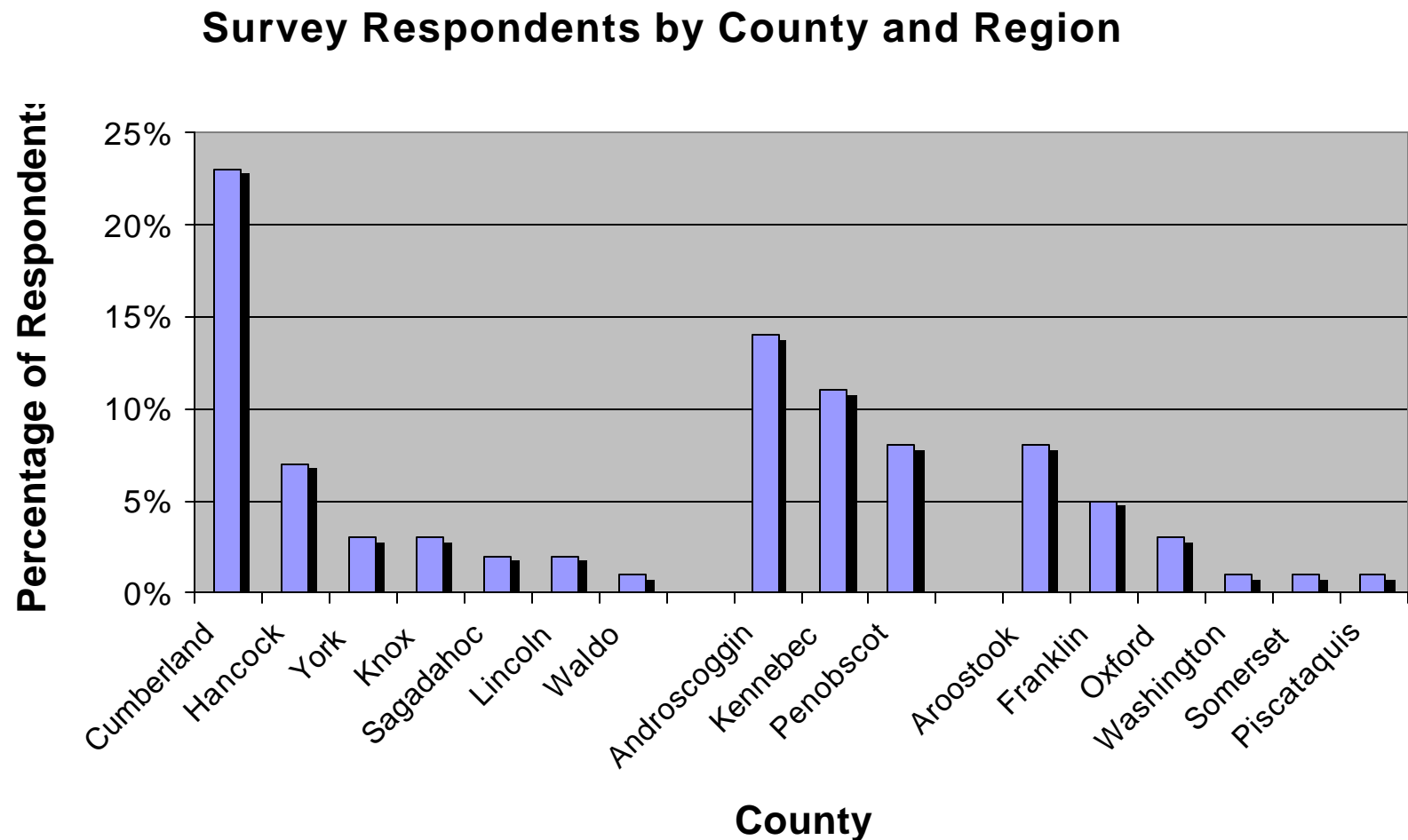
Geographic Region Served

Survey respondents indicated that their organizations served the following regions:

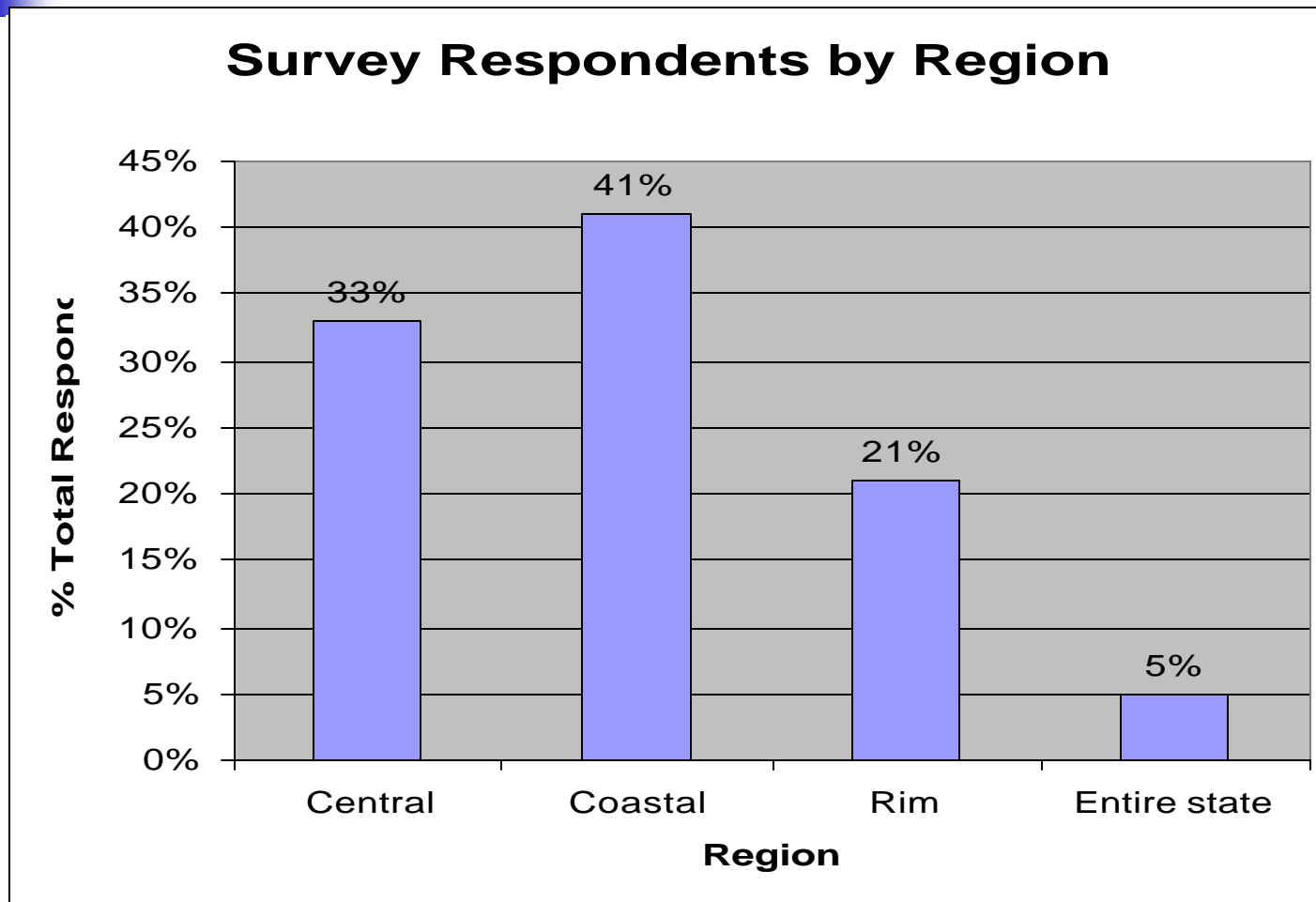
Municipality / town	23%
School district	25%
County	22%
Other	21%
(blank)	10%

Most common “other” response: State-wide services

Geographic Distribution of Respondents



Regional Distribution of Respondents





Support for Operations

(How youth service is sustained)

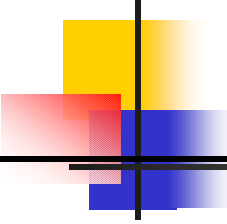
Support Type	Total*
Individual contributions / donations	23%
Other**	18%
School budget / funds	17%
Fundraising activities by sponsoring organization	14%
State government grants or contract	9%
United Way	5%
Private / foundation grants	5%
Federal grants	3%
In-kind non-cash contributions	2%
Local government grants	2%
Local civic / community organization donations	1%
Endowments	1%

*Omitting 11% total who did not respond to this question

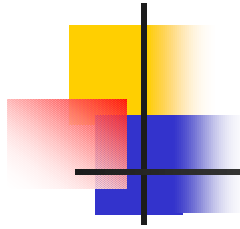
**Most frequent "other" responses: 1) Church or Parish budget 2) unknown

Revenue % of youth service budget

Note: Top 5 sources for 81% of responses



	30% or less	30 – 50%	50 – 75%	75% or more	Total
Individual donations	4%	1%	5%	13%	23%
Other	2%	4%	3%	8%	18%
School budget	7%	1%	5%	5%	17%
Organizational Fundraising	3%	4%	3%	3%	14%
State gov. grants	1%	0%	2%	6%	9%
All sources, All respondents	26%	11%	23%	40%	



Volunteer data

Q: Does your organization recruit and use volunteers to do any of your regular activity or mission-related programming?

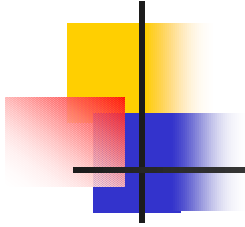
Yes: 82% No: 18%

Count of responses who indicated number of volunteers: 113

Total number of volunteers: 17,271

Max: 3,000 (Girl Scouts!)

Average: 153

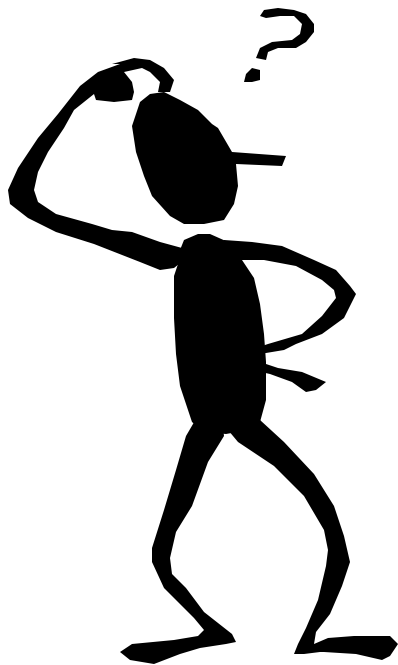


Q: Does your organization engage **youth** as volunteers?

Yes: 82% No: 18%



Volunteer data



The previous results would suggest that all who indicated that they use volunteers also use youth volunteers. However, looking at only those who indicated they use volunteers (82% of respondents):

Q: Does your organization engage youth as volunteers?

Yes: 88% No: 12%

This indicates that NOT all those who use volunteers use youth as volunteers. This could mean that some respondents indicated that they did use youth volunteers, but not volunteers!



Volunteer data

5 – 10 year olds:

Count: 18
Total: 7,771
Maximum: 7500
Average: 432 (15)

14 – 16 year olds:

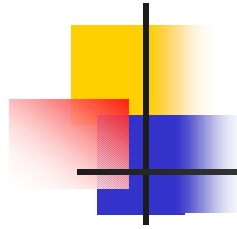
Count: 86
Total: 2614
Maximum: 600
Average: 31

11 - 13 year olds:

Count: 49
Total: 3580
Maximum: 2500
Average: 73 (22)

17 – 19 year olds:

Count: 81
Total: 2838
Maximum: 400
Average: 35



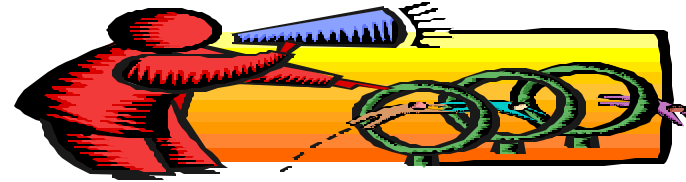
Youth volunteer roles

ROLE	TOTAL
Serve on the board	22%
Recruit other volunteer	27%
Conduct public education activities	29%
Perform services that benefit clients	68%
Do skilled tasks	33%
Do tasks that don't require specific skills	78%
Other*	23%

*Other responses: fundraising, hosting events, tutoring



Training



Types of youth volunteer training by respondents:

Working as a team:	58%
Other training relating to work assignment:	46%
Leadership:	44%
Interpersonal communication:	43%
Safety at the volunteer assignment:	43%
Understanding the needs of people served:	40%
Diversity/cultural awareness:	31%
Service project organization:	30%
Negotiation/ conflict resolution:	21%
Computer or other technology skills:	18%
Public speaking:	16%
Conducting assessment of community needs or opinions:	13%
Budget or financial training relating to volunteer work:	10%

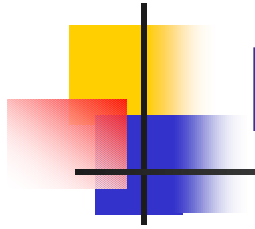


Serve on Board

- Those youth who serve on the board are given the following training:

Working as a team:	62%	Computer skills:	23%
Leadership:	62%	Public Speaking:	19%
Interpersonal communication:	62%	Assessing community needs:	13%
Negotiation/conflict resolution:	38%	Other training:	38%
Service project organization:	38%		
Safety:	38%		
Diversity/cultural awareness:	31%		
Understanding needs:	27%		
Budget/financial training:	27%		





Recruit other volunteers

Those who recruit other volunteers are given the following training:

Interpersonal communication: 78%
Working as a team: 75%
Leadership: 69%

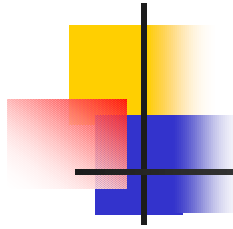


Safety: 59%
Understanding needs: 56%
Service Project Organization: 50%
Diversity/cultural awareness: 50%

Computer/technology skills: 41%
Community needs assessment: 41%
Negotiation/conflict resolution: 38%

Public Speaking: 34%
Budgeting/financial training: 25%

Other training: 53%



Conduct Public Education Activities

Those youth who conduct public education activities are given the following training:

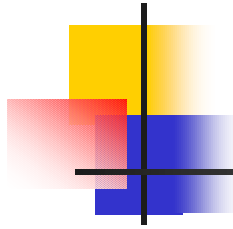
Understanding need of people served: 54%
Leadership 54%
Interpersonal communication: 51%
Working as a team: 51%

Diversity/cultural awareness: 43%
Safety: 43%
Service Project Organization: 40%

Negotiation/conflict resolution: 31%
Public speaking: 26%
Assessing community needs: 23%

Computer/technology: 20%
Budgeting/financial: 14%

Other training: 54%



Perform services that benefit clients:

**Those who perform services
that benefit clients are
given the following training:**

Working as a team: 58%

Interpersonal communication:
49%

Understanding the needs of
people served: 48%

Safety: 48%

Leadership: 46%

Service project organization: 36%

Diversity/cultural awareness: 35%

Negotiation/conflict resolution: 23%

Computer skills: 21%

Public speaking: 19%

Community needs assessment: 16%

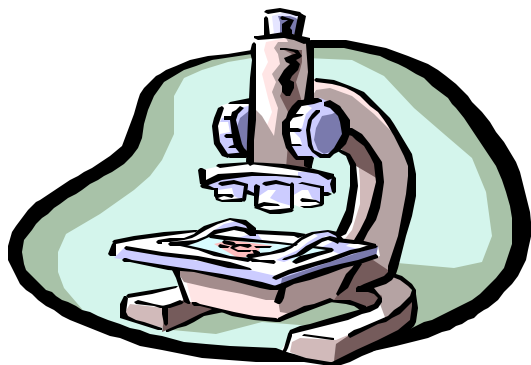
Budget/financial: 12%

Other training: 49%

Do skilled tasks:

Youth who do skilled tasks were given the following training:

Working as a team: 64%
Interpersonal communication: 56%
Safety: 56%

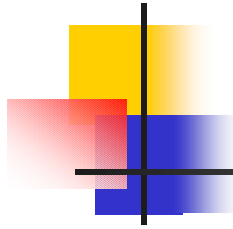


Diversity/cultural awareness: 49%
Understanding needs: 44%
Leadership: 44%

Service project organization: 31%
Negotiation/conflict resolution: 31%
Computer/technology: 31%

Public speaking: 21%
Needs assessment: 15%
Budget/financial: 13%

Other: 56%



Do tasks that do not require specific skill:

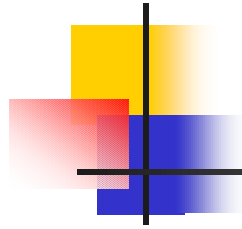
Youth who do tasks that do not require a specific skill are given the following training:

Working as a team:	60%
Leadership:	49%
Safety:	45%

Interpersonal communication:	43%
Understanding needs:	39%
Service project organization:	35%
Diversity/cultural awareness:	34%

Computer/technology:	20%
Negotiation/conflict resolution:	20%
Public speaking:	17%
Needs assessment:	15%
Budget/financial:	13%

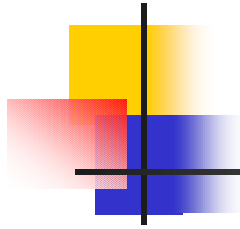
Other:	46%
--------	-----



Youth volunteer commitment

Q: What is the most frequent type of commitment youth make to your organization?

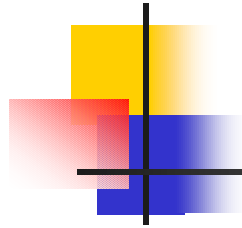
Ongoing	59%
One-time event	23%
Other	17%
(blank)	2%



Organization and Leadership

Q: Who organizes and leads youth volunteer service opportunities?

Adults	68%
Adults with youth advisors	28%
Youth	13%
Other	8%

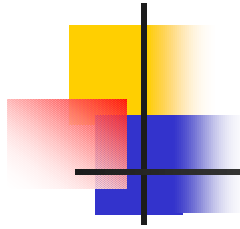


Volunteer Management

Q: Does your organization have a formal Volunteer management system?

All respondents: Yes: 46% No: 54%

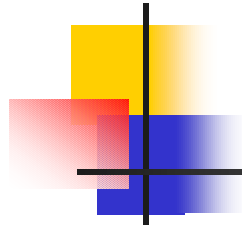
Orgs. with youth volunteers: Yes: 47% No: 53%



Volunteer management

Q: If yes (have a formal management system),
are youth volunteers part of that system?

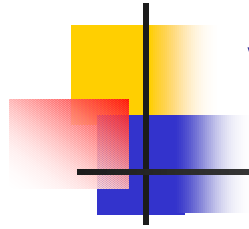
Yes:	75%
No:	19%
Partially:	6%



Volunteer management

Q: What components of volunteer management do you have in place?

MANAGEMENT COMPONENTS	TOTAL(all)	TOTAL(youth)
Recruitment/outreach process	77%	80%
Selection and placement process	72%	76%
Training program	72%	75%
Volunteer Supervision	73%	80%
Tracking/ record keeping	72%	76%
Volunteer evaluation	58%	64%
Volunteer recognition	77%	80%

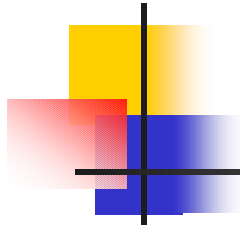


Volunteer Recruitment

Q: Do you specifically recruit youth as volunteers?

Yes: 73%

No: 27%



Volunteer Recruitment

Q: Where do you recruit youth as volunteers?

Local newspaper listings of volunteer organizations:	5%
School community service listings of volunteer opportunities:	36%
Posters around the community:	14%
Area United Way:	8%
Local volunteer center:	4%
Website for volunteers:	6%
Other*:	39%

Most common "other" responses: Church/Parish bulletin, word of mouth, career center.



Barriers to youth service

- Respondents reported the following barriers to youth serving with them:

Organization does not have staff to provide supervision	34%
Training for youth volunteers is not available	15%
Tasks performed by volunteers are not appropriate for youth	6%
Youth do not apply or express interest in volunteer roles*	
Agency has concerns over liability issues related to youth	13%
Other	27%

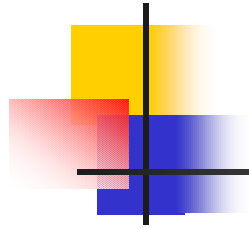
Significant "other" responses: 1) **Youth do not apply** 2) Agency open during school hours

*This question was listed on the paper copy of the survey, but not on the online survey. However, lack of youth interest was the primary "other" response among online respondents.



3 Things to increase service

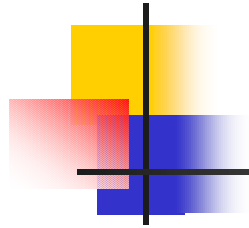
- More trained staff to train and supervise youth
- \$\$\$
- Increase access to the agency (time, location)
- Mechanism to match youth skills with volunteer roles
- Publicity
- Transportation



Recommendations:

What needs to happen for all youth in Maine to serve?

What can we do to increase the quality of these service opportunities?



Conclusions & Recommendations

Will be published after full committee acceptance in May 2002.



Questions?

If you want a copy of this report, or have any more questions, contact me:

Laura.Deschaines@state.me.us

287-4349